

Supervisory Transportation Security Officer

Basic Qualification Requirements

Pay Band: G

All applicants must demonstrate at least six months of experience performing the duties of a Lead Transportation Security Screener, SV-0019-F (GS 9 level) or equivalent specialized experience gained in the Federal government or private sector. Such specialized experience would include:

- Identifying, distributing, and balancing workload and tasks among Screeners.
- Making necessary adjustments to accomplish the screening workload.
- Training or arranging for the technical training of screeners.
- Monitoring and reporting on the status and progress of screening work.
- Maintaining records of work accomplishments and administrative information.
- Representing a team of Screeners for the purpose of obtaining resources, and securing needed information or decisions from the supervisor on major work problems and issues that arise.
- Serving as a coach and facilitator to a team of Screeners.
- Resolving simple, informal complaints of Screeners and referring formal grievances to the appropriate management official.
- Approving leave as delegated by management.

Work Schedule: May include irregular hours, nights and week-end shifts, changing shifts, and split shifts. Specific work schedules will be determined by the airport.

Major Functions

[Oversee Control Entry and Exit Points](#)

Ensures that screening staff perform the following:

- Prepares individuals to enter the screening process
- Ensures individuals correctly place personal property onto x-ray conveyor belt
- Prepares individuals and airport personnel to enter through metal detector
- Prevents unauthorized individuals from entering through the exit lanes
- Facilitates orderly flow of individuals through security checkpoints

[Oversee Security Screening of Persons](#)

Ensures that screening staff perform the following:

- Ensures that individuals who proceed through the walk through metal detector (WTMD) are screened appropriately
- Conducts hand-held metal detector (HHMD) searches of individuals
- Performs Full-Body Pat-Down searches for alarm resolution protocols, persons with scooters
- Performs private screening upon request

Oversee Security Screening of Property

Ensures that screening staff perform the following:

- Operates x-ray device controls and monitor screen to detect prohibited items in personal property
- Refers suspect property for additional screening
- Conducts Explosive Trace Detection (ETD) inspection
- Conducts physical baggage search
- Performs private screening of property

Continuously Improve Security Screening Processes

Ensures that screening staff perform the following:

- Reports security weaknesses, vulnerabilities, or other problem situations related to specific areas of work
- Recognizes, reports, and participates in handling of emergency situations
- Assists in inquiries/investigations or security issues related to airports
- Makes oral and written formal reports such as incident reports and witness statements
- Understands and protects written and verbal classified or sensitive security information

Continuously Improve Own Performance

- Identifies gaps in personal skill and knowledge
- Attends job-related training sponsored by employer
- Utilizes additional training materials to augment professional knowledge
- Obtains and maintains necessary certifications

Supervise Screening Operations

- Identifies, distributes, and balances workload and tasks among employees in accordance with established workflow and skill level.

- Makes adjustment to accomplish the workload in accordance with established priorities
- Trains or arranges for the technical training of team members, monitors and reports on the status and progress of work
- Schedules an adequate number of screener personnel to provide for efficient and effective screening of all persons, their baggage, and cargo
- Is responsible for ensuring that screening equipment is functioning
- Serves as an initial point of contact with representatives from airlines and airport management
- Maintains communication with management regarding issues that might reveal a weakness or vulnerable areas of security screening that is discovered in the course of screening duties

Supervise Screening Workforce

- Manages staff assigned to checkpoint
- Acts as resource on difficult technical issues
- Coaches staff in customer service, technical approaches and other duties related to passenger screening
- Resolves (within given authority) all but unique technical problems without the intervention of management or a more experienced technical specialist
- Sets priorities for staff
- Plans and assigns work based on employee skill level and checkpoint needs
- Monitors and evaluates performance
- Coaches and develops employee capabilities
- Approves leave
- Takes or recommends corrective/disciplinary action, as appropriate

General Competencies

Accountability

- Understands and protects written and verbal classified or sensitive security information
- Ensures that screening staff perform screening functions in accordance with standard operating procedures
- Resolves, within given authority, all but unique technical problems without the intervention of management or a more experienced technical specialist.

Administration and Management

- Demonstrates skill in time management and prioritization.

Arithmetic/Mathematical Reasoning

- Understands, interprets, and manipulates numeric or symbolic information.

Conflict Management

- Adheres to and applies TSA guidance on managing workplace conflicts
- Actively involves employees and team in resolving differences over work issues. Recognizes when to seek assistance from higher-level staff
- Resolves misunderstandings and conflicts employees have with each other or external parties. Recognizes when to seek assistance from higher-level staff
- Refers formal grievances and appeals to an appropriate management official
- Resolves conflict with traveling public that arises from enforcement of security rules and procedures

Conscientiousness

- Demonstrates knowledge of requirements for wearing appropriate uniform and identification
- Displays a professional image at all times, even when facing significant job challenges
- Utilizes equipment, supplies, and resources in a conscientious, cost effective manner

Continual Learning

- Pursues education, training, feedback, or other opportunities for learning and development
- Recognizes and uses learning techniques and recalls available information to apply and adapt new knowledge and skills in both familiar and changing situations
- Uses multiple approaches when learning new things
- Assesses how they are doing when learning or doing something new
- Keeps up-to-date technically and knows one's own job and related jobs

Customer Service

- Applies non-discriminatory policies and procedures as they pertain to the processing in of diverse customers.
- Exercises patience and self-control when handling difficult passenger or stakeholder situations
- Demonstrates skill in re-packing baggage after searches to minimize passenger complaints
- Interacts with passengers with disabilities, wheelchairs, baby strollers, child passengers, or others in need of special assistance

Decisiveness

- Makes decisions that consider relevant facts and information, potential risks and benefits, and short- and long-term consequences or alternatives

Flexibility

- Changes one's own behavior or work methods to adjust to other people or to changing situations or work demands
- Is receptive to new information, ideas, or strategies to achieve goals

Human Resources Management

- Demonstrates knowledge of human resources/personnel policies and procedures
- Demonstrates knowledge of promotion policies and procedures
- Demonstrates knowledge of conduct and discipline policies and procedures
- Demonstrates knowledge of anti-discrimination/EEO policies and procedures
- Demonstrates knowledge of sexual harassment prevention policies and procedures
- Demonstrates knowledge of Americans with Disabilities Act
- Demonstrates knowledge of work rules
- Demonstrates knowledge of general benefit information (e.g., medical)
- Demonstrates knowledge of performance management processes

Integrity/Honesty

- Demonstrates dependability, conscientiousness, integrity, and accountability
- Shows commitment to doing the job carefully and correctly
- Fulfills obligations, and is reliable, responsible, and trustworthy
- Performs tasks thoroughly and completely
- Demonstrates honesty and avoidance of unethical behavior

Interpersonal Skills

- Interacts with others in ways that are friendly, courteous, and tactful and that demonstrate respect for individual cultural differences and for the attitudes and feelings of others

Leveraging Diversity

- Deals fairly and equitably with employees while taking into consideration their individual needs and circumstances
- Recognizes and taps the abilities of diverse individuals and groups to achieve organizational goals
- Treats all employees with respect, fairness, and consistency (e.g., listens to and respects others' views and ideas)

Listening

- Attends to, receives, and correctly interprets verbal communications and directions through cues such as the content and context of the message and the tone, gestures, and facial expressions of the speaker

Manages and Organizes Information

- Obtains facts, information, or data relevant to a particular problem, question, or issue through observation of events or situations, discussion with others, research or retrieval from written electronic sources
- Organizes, integrates, analyzes, and evaluates information

Oral Communication

- Expresses ideas and facts orally in a clear and understandable manner that sustains listener attention and interest
- Tailors oral communication to the intended purpose and audience

Organizational Awareness

- Demonstrates knowledge of key roles and responsibilities across TSA functions (e.g., regulatory, law enforcement and screening)
- Applies TSA policies and procedures and applicable federal laws correctly while conducting the screening process
- Interprets policies, procedures, and laws appropriately when difficult situations arise

Planning and Evaluating

- Organizes and structures work for effective performance and goal attainment
- Sets and balances priorities
- Anticipates obstacles
- Formulates plans consistent with available human, financial, and physical resources
- Modifies plans or adjusts priorities given changing goals or conditions

Problem Solving

- Anticipates and identifies problems and their causes
- Develops and analyzes potential solutions or improvements using rational and logical processes or innovative and creative approaches when needed

Reading

- Understands and uses written information that may be presented in a variety of formats, such as text, tables, lists, figures, and diagrams

- Selects reading strategies appropriate to the purpose, such as skimming for highlights, reading for details, reading for meaning, and critical analysis

Resilience

- Demonstrates maturity and restraint to cope with pressure, stress, emergency situations, hostile individuals, setbacks, personal and work-related problems, etc.
- Maintains composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior even in very difficult situations
- Accepts criticism and deals calmly and effectively with high stress situations

Self-Management

- Identifies own work and career interests, strengths, and limitations
- Manages, directs, and monitors one's own learning and development
- Sets challenging performance goals and holds self accountable for achieving them

Service Motivation

- Exerts a high level of effort and perseverance toward goals attainment
- Works hard to become excellent at doing tasks by setting high standards, paying attention to details, working well, and displaying a high level of concentration even when assigned an unpleasant task
- Displays high standards of attendance, punctuality, enthusiasm, vitality, and optimism in approaching and completing tasks
- Demonstrates willingness to take on responsibilities and challenges and do what is needed without being asked

Team Building

- Works cooperatively and collaboratively with others to achieve goals by sharing or integrating ideas, knowledge, skills, information, support, resources, responsibility, and recognition
- Motivates, inspires, and influences others toward effective individual or teamwork performance, goal attainment and personal learning and development by serving as an example and role model to peers and as a mentor and coach to new employees
- Builds consensus among individuals or groups by facilitating agreements that involve sharing or exchanging resources or resolving differences in such a way as to promote mutual goals and interests
- Builds consensus by persuading others to change their point of view or behavior without losing their future support
- Builds consensus by resolving conflicts, confrontations, and disagreements while maintaining productive working relationships

Technology Application

- Selects, accesses, and uses necessary information, data and communications-related technologies, such as basic personal computer applications, telecommunications equipment, Internet, electronic calculators, voice mail, email, facsimile machines, and copying equipment to accomplish work activities

Written Communication

- Expresses ideas and information in written form clearly, succinctly, accurately, and in an organized manner
- Uses English language conventions of spelling, punctuation, grammar, and sentence and paragraph structures
- Tailors written communication for the intended purpose and audience

Technical Competencies

Maintain Command Posture

- Demonstrates credibility and authority in issuing instructions and making requests to individuals and in performing screening duties
- Maintains firm and direct tone of voice, authoritative posture, manner, and bearing

Operations Management

- Demonstrates skill in planning and assigning workload according to established workflow, skill level, and checkpoint needs
- Demonstrates knowledge of standard operating procedures related to assigned areas of security screening and customer service sufficient to provide coaching and direction to assigned staff
- Demonstrates knowledge of airport operations as it relates to understanding the peaks and valleys of passenger flows in the airport.
- Demonstrates knowledge of screening equipment and screening operations sufficient to identify, and report on weaknesses or vulnerable areas of security screening discovered in the course of screening duties
- Demonstrates knowledge of key roles and responsibilities across airport, airline, and other stakeholder functions

Safety Policies and Procedures

- Ensures observance of safety procedures by staff performing screening operations
- Knows appropriate channels for elevating safety-related issues
- Briefs and instructs staff on proper reporting and disposition of potentially unsafe items
- Applies safety policies and procedures when performing screening duties

Security Equipment Knowledge

- Demonstrates skill in using x-ray machine and conveyor belt
- Demonstrates skill in using Magnetometer or walk through metal detector
- Demonstrates skill in using hand held metal detector
- Demonstrates skill in using Explosive Threat Detection (ETD) equipment
- Demonstrates skill in using Explosive Detective System (EDS) equipment, computer, conveyor, printer
- Demonstrates skill in periodic operational testing and calibrating of equipment

Security Screening Policies and Procedures

- Demonstrates knowledge of security screening policies and procedures sufficient to oversee screening operations and ensure the correct application of procedures
- Demonstrates knowledge of security screening policies and procedures sufficient to provide on the job correction and instruction as needed
- Demonstrates knowledge of security screening policies and procedures sufficient to perform screener duties on a limited basis in order to maintain screening skills and currency

Technical Documentation

- Demonstrates skill in writing formal reports, such as incident reports and witness statements
- Ensures reports prepared by staff are written in proper reporting style and format

Visual Observation

- Notices details and pays attention to instructions, demonstrations, and other activities
- Takes in and recalls incoming visual sensory information and uses it to make predictions, comparison, and/or evaluations
- Recognizes difference or similarities, or senses patterns in circumstances or events
- Discerns between relevant visual cues or information and irrelevant or distracting information
- Visually inspects persons, property, or equipment